

CALIFORNIA STATE GOVERNMENT SUPPORTS EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, SEXUAL ORIENTATION, MEDICAL CONDITION, OR PREGNANCY. IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAWS OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.



## DEPARTMENTAL PROMOTIONAL EXAMINATION

For

### Manager IV, DMV

This departmental promotional examination is being administered through the Special Examination and Appointment (SEA) Program which uses an alternative examination and selection process for filling specified positions. In addition to candidates competing promotionally, interested incumbents at the Manager IV level and those eligible for lateral transfers are encouraged to apply.

**DIVISION** : Communication Programs

**POSITION** : Manager IV

**LOCATION** : Sacramento

**SALARY** : \$4837- \$5878

**FINAL FILING DATE** : October 11, 2010

**THIS POSITION IS SUBJECT TO EXCEPTION APPROVAL.**

All applications must be received no later than 5:00 p.m. on the final filing date.

**You may fax your application to Alice Schneider at (916) 657-5848 to ensure receipt by 5:00 p.m. on the final filing date. If the application was faxed, you must mail the original application and Statement of Qualifications postmarked no later than the Final Filing Date to the "By mail to:" address listed under the Filing Instructions on this bulletin.**

#### **DUTIES/RESPONSIBILITIES**

Under the direction of the Program Manager of the Customer Information Services Section, the incumbent will supervise, review and monitor a staff of lower level managers who implement new policies and procedures statewide using the Department of Motor Vehicles automated (DMVA) system and provide first class customer service.

Bulletin Release: September 23, 2010

## **MAJOR DUTIES OF THE POSITION INCLUDE**

- Supervise, review and monitor a staff of lower level managers who implement new policies and procedures statewide using the Department of Motor Vehicles automated (DMVA) system and provide first class customer service. Employees respond directly to DMVA users with solutions to procedural, hardware and software questions or problems.
- Oversee implementation of high-level statewide DMV software and hardware maintenance and upgrades.
- Responsible for system security during communications with DMVA users.
- Coordinate and monitor activities and problem resolutions with other operational and support branches to assist DMVA customers via the use of problem tracking software.
- Implement or participate in meetings among high-level divisional representatives to ensure the integrity of the DMVA system.
- Represent the Communication Programs Division (CPD) in meetings involving changes to DMVA's infrastructure. Participate in or initiate meetings with, or coordinate with, other divisional units or divisions on projects or issues for major program and procedural changes.
- Actively participate and assist staff in the development of divisional issue papers, feasibility studies and implementation plans. Represent the department in interpreting laws and policies relating to these or related programs to government entities, occupational licensees, business partners and departmental employees.
- Prepare reports and audits information with regard to telephone support functions.
- Attend regional meetings involving changes to the DMVA infrastructure and to implement customer's improvement suggestions for the CPD Help Desk's problem resolution process.
- Review, develop and approve information for program memos and procedures.
- Notify divisions if concerns or problems develop regarding programs.
- Operate in conjunction with the other section supervisor to ensure technical expertise of the major programs and continuity of assignments.
- Develop budget data for personnel and equipment for the section.
- Other duties as required.

## **POSITION SPECIFIC QUALIFICATIONS/EVALUATION CRITERIA**

In addition to the minimum qualifications listed, the following position specific qualifications will be evaluated. Only the most qualified candidates will be interviewed based on the screening criteria.

- In-depth knowledge of the automated system, especially as it applies to the Driver License and Vehicle Registration automation.
- Demonstrated first class customer service skills.
- Knowledge of and demonstrated use of problem tracking software.
- Knowledge of work and processes and procedures and the ability to provide direction to expedite and streamline operational functions and responsibilities.
- Knowledge of supervision and management practices; and the ability to assist staff in training and mentoring/upward mobility needs.
- Possess the ability to run and maintain a team environment.
- Strong analytical, project management skills.
- Knowledge of the DMV personnel policies and practices as published in the Human Resources Branch Personnel Manual.
- Possess excellent interpersonal and communication skills.

## **MINIMUM QUALIFICATIONS**

### **Either I**

One year of experience in the Department of Motor Vehicles performing the duties of a class at a level of responsibility equivalent to that obtained in the class of Manager III, Department of Motor Vehicles.

### **Or II**

Two years of experience in the Department of Motor Vehicles performing the duties of a class at a level of responsibility equivalent to that obtained in the class of Manager II, Department of Motor Vehicles.

### **Or III**

Three years of managerial or supervisory experience in work requiring knowledge of the regulations of the State of California governing the registration of motor vehicles, the licensing of drivers or the occupational licensing of automobile dealers, dismantlers, and salespersons. (Experience in California state service applied toward this requirement must include either at least one year in a class with a level of responsibility not less than that of Manager III, Department of Motor Vehicles, or Driver Improvement Manager I; or at least two years of a class with a level of responsibility not less than that of Manager II, Department of Motor Vehicles.)

## **KNOWLEDGE AND ABILITIES**

**Knowledge of:** Provisions of the California Vehicle Code and related laws and regulations with particular reference to sections relating to the registration and ownership of vehicles and licensing of drivers; organization, functions, policies and procedures of the Department of Motor Vehicles; office management principles, methods and equipment; principles of effective supervision; accepted methods of handling and accounting for money received; the Department's Equal Employment Opportunity Program objectives; a manager's role in the Equal Employment Opportunity program and the processes available to meet Equal Employment Opportunity objectives; public administration and general management principles, practices, and problems, including those relating to organization, planning, and work control; and State administrative, budget and personnel procedures, as they relate to the Department of Motor Vehicles.

**Ability to:** Analyze situations accurately and take effective action; gather and analyze data; speak effectively; prepare clear and concise reports; establish and maintain friendly and effective working relationships with applicants, licensees, and others contacted in the work; read and write at a level appropriate to the classification; effectively contribute to the Department's Equal Employment Opportunity objectives; and plan, organize and direct the operations and staff of several work units of the Department of Motor Vehicles.

**Additional Desirable Qualification:** Possession of a valid driver license.

## **EXAMINATION INFORMATION**

This examination process provides for position specific examining and selection of the most qualified managerial candidates. Job-selection criteria specific to each position and consistent with the knowledge, skills, and abilities of the classification will be applied. All candidates who meet the qualifications may compete for the vacant position. An evaluation of the Statement of Qualifications, and/or interview may be used to rate candidates. A pool of candidates will be created for the specific position identified on this bulletin which will include the ranking of each candidate. Candidates will be notified in writing of their examination results.

## **FILING INSTRUCTIONS:**

**Interested applicants must submit items 1 AND 2 below by the final filing date** (Applicants who fail to submit both items will be eliminated from the examination):

**1. A completed Standard State Application (STD. 678)**, which should include all job titles, employment dates and experience.

**2. A Statement of Qualifications**

The Statement of Qualifications:

- is a narrative discussion of how the applicant's education, training, experience, knowledge and skills meet the **POSITION SPECIFIC QUALIFICATIONS/EVALUATION CRITERIA** for the position;
- serves as documentation of the applicant's ability to present information clearly and concisely in writing;
- must be typed; and
- must be no more than two pages in length, with font no smaller than Arial 10 point.

**Resumes do not take the place of the Statement of Qualifications.**

Effective January 1, 2009, Government Code Section 18991 is enacted which permits persons retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty to apply for SEA examinations, for which he/she meets the minimum qualifications. **Persons applying who qualify as a Veteran under Government Code Section 18991 must submit a copy of their DD214 with their Standard State Application.**

The Standard State Application and Statement of Qualifications must be submitted by the final filing date:

**By mail to:**  
**Department of Motor Vehicles**  
**Selection and Certification Unit, Attn: Alice Schneider**  
**Manager IV, Sacramento - Position # 425-8731-001**  
**P.O. Box 932315, MS G-208**  
**Sacramento, CA 94232-3150**

**OR**

**In person to:**  
**Department of Motor Vehicles**  
**Human Resources Branch**  
**2570 – 24<sup>th</sup> Street**  
**1<sup>st</sup> Floor Lobby – Examination Drop Box**  
**Sacramento, CA 95818**

## **SPECIAL TESTING**

If you have a disability and need special testing arrangements, mark the appropriate box on the Standard State Application. You will be contacted to make specific arrangements.

**SELF CERTIFICATION STATEMENT:** The signature on your application indicates that you have read, understood, and possess the minimum qualifications required for acceptance into this examination. Any eligibility received through a previous promotional examination process will not be utilized. In order to be considered for this position, you must submit a Standard State Application and a Statement of Qualifications which must be received by the final filing date. Questions regarding the position should be directed to James Wakefield at (916) 657-5098. Questions concerning the examination process should be directed to Alice Schneider, Selection Analyst, at (916) 657-6899. California Relay Telephone Service for the deaf or hearing impaired from TDD phone: 1-800-735-2929; from voice phones 1-800-735-2922.

**ELIGIBLE LIST INFORMATION**

To be successful in the examination, you must obtain a final score of 70.00%. A certification list will not be established as a result of this examination; therefore, candidates will not have the ability to transfer list eligibility to other departments. This examination is only for the specific position identified within this bulletin. Applications received will not be maintained for future positions.

**CRIMINAL RECORD CLEARANCE INFORMATION**

Some positions, within various divisions of the Department of Motor Vehicles, may be subject to fingerprinting and criminal records check requirements. The Department of Justice and Federal Bureau of Investigation will complete this check. Candidates will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.